

Emergency Support Function #8 – Public Health and Medical Services

ESF Coordinator:

Tucson Fire Department
Metropolitan Medical
Response System (MMRS)

Support Agencies:

Environmental Services Department
General Services Department
Communications Division
Information Technology Department
Parks & Recreation Department
Reid Park Zoo
Tucson Police Department
Department of Transportation
SunTran
VanTran
Americans With Disabilities Office
American Red Cross
Area Ambulance Services
Area Fire Departments
Area Hospitals
Arizona Poison Control
Humane Society of Southern Arizona
Medical Reserve Corps
Victim-Witness
VA Hospital/NDMS
Pima County Health Department
Pima County Animal Care
Pima County Office of the Medical
Examiner
Pima County Office of Emergency
Management & Homeland Security
R.A.C.E.S.

Primary Agency:

Tucson Fire Department – Medical Services (City of Tucson)
Pima County Health Department - Public Health (Pima County)

Purpose

The purpose of ESF #8 is to coordinate the provision of medical care and the dissemination of public health information necessary to support an emergency response or recovery effort or other disaster assistance initiative. Additionally, ESF #8 serves to accomplish the following:

- Provide for the organization, mobilization, coordination, and direction of emergency medical, emergency health, and emergency medical examiner services and resources in a disaster
- Provide for the coordination of emergency hospital services
- Provide for the care of the sick, injured, and dead resulting from a disaster
- Facilitate the coordinated use of medical personnel and communications
- Provide for the coordination of crisis response and mental health services for persons who suffer from reactions to the disaster, and Critical Incident Stress Management services for emergency service workers
- Provide for the systems and methods required to prevent or control disease.
- Establish a program that ensures the care and sheltering needs of domestic pets and livestock are met following a disaster or animal health emergency

Scope

Public Health and Medical support includes coordinating public health and medical professionals and their disposition of care and treatment, as well as managing medical supplies and resources to facilitate an effective, efficient, and appropriate result.

Potential operations include:

- Identify health hazards
- Disseminate public health information
- Manage vector control
- Conduct triage and provide treatment
- Operate field hospitals
- Control patient loads at hospitals
- Import medicines, medical professionals, or supplies into the affected area
- Establish temporary morgues
- Perform forensic examinations and complete victim identification
- Coordinate mortuary services and the disposition of remains
- Offer crisis counseling, and organize disaster assistance teams

Situation

Emergency/Disaster Conditions and Hazards

The City of Tucson is vulnerable to all of the natural and technological disasters that are detailed in the Pima County Hazard Mitigation Plan (HMP) - draft form submitted on October 31, 2005. A medical or public health emergency/crisis will impact the population of the City and will overextend the resources of the City of Tucson to adequately respond. In this instance, the City will rely heavily upon the Pima County Health Department and the Pima County Office of Emergency Management and Homeland Security to assist in managing the event. A "Declaration of Local Emergency" may be signed by the Mayor of Tucson in order to acquire county, state, and/or federal support.

Planning Assumptions

- In a large scale disaster or any situation where needs exceed ability to cope, any of the following may occur:

- There may be multiple physical casualties with a variety and range of urgency and disability
- Physical facilities will be over taxed, over utilized, damaged or inaccessible
- Health related supplies may be over utilized or unavailable
- Communications via telephone, fax, electronic mail, and standard radio may be interrupted
- Infrastructure support for health facilities may be interrupted so that water, power, gas, food supplies, *etc.* may be impaired
- Personnel to provide medical care may be limited due to injury, personal concerns/needs, or limited access to facilities where they work
- Access of casualties to assessment, transport, and treatment facilities may be limited
- Hospitals and other medical facilities will be taxed to their maximum capacity and ability to receive patients. ESF #8 Coordinators may need to coordinate the use of other facilities such as shelters, college dormitories, *etc.*, as temporary treatment centers. The Pima County Department of Public Health does not maintain sufficient medical supplies, pharmaceuticals, or emergency medical staff to supply a temporary treatment center. Staffing and supply of temporary treatment facilities will be consistent with the ability to mobilize and transport staff and supplies from other medical facilities, temporary employment agencies, or private medical suppliers, and may take up to 72 hours.
- The Pima County Public Health Department does not supply medical equipment, pharmaceuticals or linens to hospitals. Hospitals, nursing homes, and other critical care in-patient facilities will rely on existing emergency service contracts with medical supply, pharmaceutical, and linen vendors to the maximum extent possible.
- Hospitals, nursing homes, and other critical care in-patient facilities should maintain back up supplies stored on site, (including food, water and basic medical supplies) to maintain operations for a minimum of three days.
- During the first 72 hours after the disaster, the public should not anticipate routine emergency medical services from the various pre-hospital providers by calling 911.
- The public should not anticipate routine public health services, such as immunizations, special nutritional programs for children, public health nursing services, or routine dental care for at least the first 72 hours after the disaster.
- Publicly supported emergency medical, health, and medical examiner services will be restored to normal during the recovery period as soon as practical and within the limitations and capabilities allowed by the city and county governments following the emergency.
- The extent of damage to the public infrastructure of the affected area, in addition to the condition of the transportation network in the area, will influence the strategy or ability to provide support.
- The extent of damage to medical, mental health, and extended care facilities within the affected area will influence the strategy and ability to coordinate care and provide appropriate treatment.
- The incapacitation of solid waste disposal facilities and water treatment systems, as well as the disruption of electrical power services, may foster long-term conditions that propagate bacteria and disease.
- Appropriate information about patients will be shared with the ESF #6 – Mass Care, Housing, and Human Services team for inclusion in the Disaster Welfare Inquiry database.

Concept of Operations

General

Emergency medical, health, mortuary, and hospital services are provided to residents of Tucson and Pima County primarily by the Pima County Department of Public Health, the Tucson Fire Department (Tucson residents), 26 fire departments and fire districts, and 8 community full service hospitals, and one Veterans Administration Hospital. Additional medical, health and mortuary services are provided by numerous private sector medical service providers (e.g., urgent care facilities; funeral homes, *etc.*).

Private or non-profit organizations will be requested to support the regional medical, health, and mortuary services, and hospitals by providing emergency services consistent with their capabilities.

Refer to each individual jurisdictions' or agencies' emergency operations/response plans for further information.

Comprehensive Emergency Management

Preparedness

ESF #8 primary and support agencies are responsible for ensuring that the following preparedness items are fully addressed:

- Review and revise their Standard Operating Procedures (SOPs)/Standard Operating Guidelines (SOGs) annually
- Establish procedures for alerting their own personnel and other key employees in an Incident of Local or Regional Significance
- Update equipment and resource listings on an annual or more frequent basis, and distribute them appropriately
- Revise mutual aid agreements as needed
- Train employees on specific ESF functions
- Develop interests and partnerships with businesses and other public and private sector vendor support agencies
- Regularly attend scheduled tabletop exercises and all other applicable training events
- Review and analyze lessons learned in emergency/disaster incidents that have occurred elsewhere, and make appropriate corrections/additions to their respective SOPs/SOGs and this ESF

Response

ESF #8 primary and support agencies are responsible for ensuring that the following response items are fully addressed:

- Establish and maintain contact with the Incident Commander and/or appropriate Emergency Operations Center (EOC) for instructions
- Maintain ongoing information exchange with ESF #5 – Emergency Management

- Coordinate Emergency Medical Services (EMS) – this is accomplished by the Tucson Fire Department
- Emergency health, environmental health, and medical examiner services will be coordinated through the Pima County Public Health Department
- Maintain complete and accurate documentation of all related costs, actions, and communications

Recovery

ESF #8 primary and support agencies are responsible for ensuring that the following recovery items are fully addressed:

- Consult with ESF #5 and ESF #14 – Long-term Community Recovery and Mitigation regarding needed recovery strategy
- Assess losses of equipment and personnel, develop estimates of monetary loss, and identify possible funding sources
- Assess the need for critical incident stress management for personnel

Mitigation/Prevention

ESF #8 primary and support agencies are responsible for ensuring that the following mitigation/prevention items are fully addressed:

- Conduct threat, risk, and vulnerability assessments of key ESF infrastructure
- Review and analyze lessons learned in emergency/disaster incidents that have occurred elsewhere, and make changes where applicable
- Replace equipment, vehicles and/or personnel

Responsibilities

Coordinating and Primary Agency (City): Tucson Fire Department

The City of Tucson Fire Department is responsible for the triage, treatment, and transport of persons injured in an Incident of Local or Regional Significance. Specific responsibilities are as follows:

- Direct and control the delivery of Emergency Medical Services (EMS) within the city limits. This includes:
 - Respond to establish field triage areas, direct triage and treatment operations, and initiate communications with MEDS (Medical Emergency Dispatch System)
 - Provide triage at each multiple casualty site
 - Coordinate, supervise, and manage the medical transport capabilities of the City, including private sector assets
 - Assign patients to hospitals or temporary treatment facilities (this is accomplished by the designated on scene “Medical Officer” through MEDS)
- Manage the financial aspects of the Emergency Medical System ESF #8 response, including the funding of mission assignments and/or reimbursable agreements
- Determine priorities for delivery of on scene EMS services
- Pre-incident planning and coordination

- Maintain ongoing contact with ESF primary and support agencies
- Conduct periodic ESF meetings and conference calls
- Coordinate efforts with corresponding private-sector organizations
- Coordinate ESF activities relating to Incidents of Local or Regional Significance, catastrophic incident planning, and critical infrastructure preparedness, as appropriate
- Coordinate community preparedness training through the Community Emergency Response Team program (CERT)
- Coordinate community mental health issues (including critical incident stress management) through the Metropolitan Medical Response System (MMRS)

Primary Agency (County): Pima County Public Health Department

The Pima County Public Health Department (PCHD) is the co-Primary Agency for ESF #8. As such the department has ongoing responsibilities throughout the prevention, preparedness, response, recovery, and mitigation phases of incident management. These responsibilities include, but are not limited to (refer to the PCHD operating procedures for additional information):

- Emergency preparedness training for Public Health personnel
- Assess and identify trends of disease and injury in Pima County
- Work with community partners to assure that effective services are provided to meet community needs
- Develop policies to address public health concerns in the community
- Provide services to prevent or reduce the impact of potential hazards, including communicable disease control programs and environmental health programs that prevent unwanted effects of our environment on public health
- Coordinate emergency health, emergency environmental health, and medical examiner services - this includes private sector health (hospitals and other health care providers) and mortuary providers pursuant to their emergency operating procedures
- Provide for the care and sheltering needs of domestic pets and livestock following a disaster or animal health emergency (see also Appendix D to ESF #6 – Mass Care, Housing, and Human Services)

Support Agencies

Agency	Functions
General Services Department	Communications Division <ul style="list-style-type: none"> • Provide communications capability between the on scene responders and the area hospitals through the Meds Line
Information Technology Department	<ul style="list-style-type: none"> • Coordinate the dissemination of information in a medical or public health emergency
Parks & Recreation Department	<ul style="list-style-type: none"> • Provide facilities for medical and/or public health emergencies (e.g., for mass inoculations/vaccinations, etc.)
	Reid Park Zoo <ul style="list-style-type: none"> • Provide facilities for the care and/or sheltering of animals
Tucson Police Department	<ul style="list-style-type: none"> • Provide for security, traffic control, and crowd control, as necessary • Provide investigative services as necessary
Department of Transportation	SunTran and VanTran <ul style="list-style-type: none"> • Provide coach transportation for minor ambulatory injured persons, and patients being transferred between hospitals • Provide transportation for medical personnel, supplies, and equipment to locations as needed
Environmental Services Department	<ul style="list-style-type: none"> • When possible, and as needed, assist with debris clearance and management of hazardous materials
Americans With Disabilities Office	<ul style="list-style-type: none"> ▪ Provide support for disabled/special needs individuals
American Red Cross	<ul style="list-style-type: none"> • Assist in coordination of volunteer agencies relief efforts • Provide emergency first aid and Disaster Nursing Services, as their training and skills allow • Provide blood and blood products as needed via ARC Blood Services • Assist with emergency medical needs at temporary treatment centers, as requested • Provide Critical Incident Stress Management Services to citizens impacted by the disaster, as volunteer staffing allows
Area Ambulance Services	<ul style="list-style-type: none"> • Provide private ambulance transportation, as requested and as available
Area Hospitals	<ul style="list-style-type: none"> • Provide medical services to the community
Arizona Poison Control	<ul style="list-style-type: none"> • Provide information and expertise regarding hazardous or toxic substances in medical or public health emergencies

Humane Society of Southern Arizona	<ul style="list-style-type: none"> • Provide for the care and sheltering needs of domestic pets and livestock following a disaster or animal health emergency
Medical Reserve Corps	<ul style="list-style-type: none"> • Provide medical, nursing, and dental care assets and assistance as capable
VA Hospital/NDMS	<ul style="list-style-type: none"> • Provide for emergency transport of patients out of the City as necessary
Victim-Witness Program	<ul style="list-style-type: none"> • Provide counseling to individuals who are affected by an Incident of Local or Regional Significance
Pima County Health Department	Animal Care <ul style="list-style-type: none"> • Provide for the care and sheltering needs of domestic pets and livestock following a disaster or animal health emergency (see also Appendix D to ESF #6 – Mass Care, Housing, & Human Services)
	Office of the Medical Examiner <ul style="list-style-type: none"> • Coordinate and provide laboratory services for identification required to support emergency health and emergency medical services • Investigate and determine the cause of sudden, unexpected, violent, and non-natural deaths • Provide emergency information to the news media, via the Joint Information Center (JIC) on mass deaths, body identification, and morgue operations • Coordinate morgue services including body identification and disposition of unclaimed bodies • Maintain a record of information on all unexpected and violent deaths resulting from the disaster
Pima County Office of Emergency Management & Homeland Security	<ul style="list-style-type: none"> • Coordinate county, state, and federal disaster assistance, to meet medical and public health needs in the county
	R.A.C.E.S. <ul style="list-style-type: none"> • Provide alternate and/or supplementary communication channels to agencies in Tucson and Pima County • Supply back-up medically-related communications to hospitals from the Pima County EOC or on scene locations